

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1098

**TITLE:** DIRECTOR, DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

**GRADE:** E-10

**DEFINITION:**

Under administrative direction of the Deputy County Executive, the Director, Department of Public Safety Communications is responsible for providing overall direction and management of the Department for the County of Fairfax, including the Towns of Herndon and Vienna, and the City of Fairfax; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

The Director, Department of Public Safety Communications is exempt from the County's merit system under Article 4, Subsection 15.2-821 of the Code of Virginia and Section 3-1-2(b)(1) of the Merit System Ordinance.

This class is distinguished from the Deputy Directors of the Department of Public Safety Communications in that the Director has final oversight of, and responsibility for, the Department whereas the Deputy Directors manages the day-to-day operations of the Department and its various programs.

**ILLUSTRATIVE DUTIES:**

Plans, coordinates, directs, and integrates operations and personnel of the Department of Public Safety Communications;

Serves as the primary point of accountability for the Department's performance;

Works closely with County leadership in setting and carrying out the County's vision, mission, and objectives for the Department;

Works with a Client Advisory Board of Directors (CABD) to strengthen customer involvement in setting strategic direction and oversight of operations, and to promote greater accountability for service and results;

Ensures ongoing CABD involvement through regular strategy sessions, quarterly reviews and retrospectives, and involvement in critical decision points regarding operations and administration;

Provides advice and guidance to the County Executive, Deputy County Executive, Police Chief, Fire Chief, and other County officials on Department of Public Safety Communications operations and programs;

In conjunction with subordinate managers, develops, implements, and monitors work plans to achieve the Department's mission, goals, and performance measures;

Conducts long-range, strategic planning and sets goals for the Department;

Provides vision, direction, and subject matter expertise in the field of 9-1-1 center and public safety communication operations;

Serves as a member of the County's Senior Management Team and the Deputy County Executive's senior management team;

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Integrates activities with all agencies of Fairfax County Government; local, state, and federal agencies; partners; volunteers; and the private sector through enhanced partnerships;  
Provides sustained and effective operation of the Department;  
Participates in the development of intergovernmental agency contracts and agreements for emergency communications services;  
Establishes and maintains an effective working relationship with the Office of the County Executive, Police Department, Fire and Rescue Department, Office of Emergency Management, Department of Information Technology, and other County agencies;  
Builds and maintains effective client relationships;  
Participates, as deemed necessary, in local, regional, state, and national organizations regarding a wide range of public safety communications issues;  
Plans, organizes, directs, and evaluates performance of assigned staff, providing coaching for performance improvement and development;  
Provides clear direction and supervision to direct reports, utilizing a participative management style;  
Provides leadership and participates in programs and activities that promote workplace diversity and a work environment that promotes positive employee relations;  
Manages operational readiness of the Department by oversight of recruitment and hiring efforts to ensure proper staffing levels;  
Reviews and analyzes management information reports and communicates with employees to identify deficiencies in operations, policies, and procedures, as a means of implementing changes to improve the efficiency and effectiveness of the Department;  
Directs the improvement of management systems, processes, and measurement techniques to improve Department operations and effectiveness;  
Directs the development and implementation of a long-range technology plan for the Department;  
Plans, directs, manages, and/or coordinates the acquisition, design, operation, enhancement, and maintenance of information technology systems supporting the Department of Public Safety Communications;  
Prepares budget estimates and controls expenditures of all departmental funds;  
Secures resources for the efficient and effective operation of the Department;  
Formulates and enforces departmental regulations, Standard Operating Procedures, and General Orders;  
Ensures that the Standard Operating Procedures manual is reviewed and updated on a regular basis.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Comprehensive knowledge of the principles, practices, and methods of human resource management, budgeting, program planning, and administration, and the ability to apply them;  
Extensive knowledge of federal, state, and county laws and regulations affecting departmental operations, and the ability to interpret and apply them correctly;  
Extensive knowledge of, and familiarity with, operating a public safety communications operation;

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Extensive knowledge of, and familiarity with, public safety functions and concerns, and of the Department's demands and requirements;  
Extensive knowledge of state and municipal governmental operations;  
Knowledge of research techniques and statistical analysis as they relate to the operation of a large public safety communications center;  
Knowledge of, and experience in, problem solving and conflict resolution;  
Knowledge of computer-aided dispatch systems and radio communication systems;  
Knowledge of the mission, responsibilities, policies, and directives of the Department, and ability to coordinate them on a daily basis;  
Knowledge of police, fire, and EMS operations;  
Ability to strategically plan and direct a large, comprehensive emergency communications operation and its personnel;  
Ability to analyze data and draw sound conclusions;  
Ability to develop and implement departmental goals and objectives;  
Ability to effectively coordinate and implement departmental changes;  
Ability to effectively manage, train, and motivate employees;  
Ability to plan, direct, and coordinate the work of staff;  
Ability to provide effective leadership;  
Ability to communicate clearly and concisely, orally and in writing;  
Ability to develop and maintain effective working relationships with County officials, colleagues, employees, community and business organizations, the media, and the general public.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to the following:  
Graduation from an accredited college or university with a bachelor's degree in Business Administration, Public Administration, Emergency Management, Criminal Justice, or a closely related field; PLUS  
Seven years progressively responsible administrative or management experience in the operation of an emergency communications function or in the management of a large call center.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

**NECESSARY SPECIAL REQUIREMENTS:**

Positions within this class will be subject to criminal history record checks and/or credit checks as a condition of hiring and periodically thereafter. An applicant or employee may be required to submit a request for a criminal history record check and/or credit check to the appropriate agency.

EXEMPT CODE CHANGE:  
ESTABLISHED NEW CLASS #  
ESTABLISHED:

June 2009  
JULY 2006  
March 3, 2005